

Job title	Maintenance Assistant
Department	Repairs & Maintenance
Reports to	Maintenance Manager
Grade	EVH Grade 6

Job summary

To provide a robust and customer-focused repairs and maintenance customer support and administrative service to all Association customers and stakeholders.

Be the first point of contact of all major and cyclical works and repairs and maintenance queries, resolving matters (where possible) at this first point of contact.

Support the Maintenance Manager, Investment Co-ordinator and Technical Director to ensure the investment, repairs and maintenance functions meet departmental requirements.

Provide administrative support to the wider team.

To be a role model for the maintenance team and support interdepartmental working.

Key duties and role outputs

Repairs & maintenance service

Provide a customer focussed repairs and maintenance administrative service in line with the Association's policies, procedures and legislative requirements by:

(1) evaluating and logging repair requests, (2) preparing and issuing works orders, (3) arranging required appointments, (4) maintaining regular contact with customers on progress and intended outcome of their repair request, (5) arranging inspections and implementing actions identified, (6) liaising with wider Maintenance team and contractors to respond to queries / areas of concern quickly, and (7) handling reports dissatisfaction of service in line with the Association's complaints process.

Investment programme

Provide a customer focussed support and administrative service to meet the Associations investment and cyclical maintenance programmes, in line with the Association's policies, procedures and legislative requirements by:

(1) co-ordinating records for major works, cyclical contracts, registers and any changes to stock condition information (e.g. electrical certificates, energy performance certificates, satisfaction returns, decoration allowance, gas certification, asbestos information, etc.), (2) dealing with investment works queries, providing accurate and prompt information to customers, (3) preparing correspondence and other relevant documentation for investment works, (4) liaising with wider Association teams to ensure clear communication of investment works, and (5) handling reports dissatisfaction of service in line with the Association's complaints process. (6) Assist the Investment Co-ordinator in the preparation of tender documentation, specifications etc.

Performance management

Support the performance monitoring of the repairs and maintenance service by:

(1) processing works orders promptly and in line with target timescales, (2) checking, monitoring, and processing variations to repairs (as required), (3) monitoring and inputting contractor performance data, (4) monitoring completion of works in line with target timescales, (5) monitoring incomplete works orders and escalate where necessary, (6) providing relevant reports and data, when requested, (7) processing invoices for authorisation (including, ensuring the correct works have been claimed, variations checked, queries addressed with contractors, etc.)

Miscellaneous

To provide reception support for the wider Association on an ad hoc basis.

The above is a summary of the key duties and expected job role outputs (not a task-based list). This is not an exhaustive list, and other similar duties may be expected of the post holder, depending on the needs of the service and organisation.

All employee responsibilities

Communication, teamwork & representing the Association.

All employees must represent the Association in a positive and effective manner when completing job role duties, ensuring the customer is at the heart of what we do.

All employees must (1) communicate with courtesy and tact, (2) communicate in various methods and (3) have a good base level of written and verbal skills to carry out their job role.

All employees must build positive relationship with colleagues, put the achievement of team objectives before the pursuit of personal objectives and support in-departmental working.

Performance management.

All employees must contribute to their team, department, and wider Association performance standards. Work with management to build on success and seek out opportunities for improvements within the team, department, or wider Association.

All employees must work flexibility to ensure services and performance standards are met. Including but not limited to; attending meetings out-with normal working hours, carrying out any reasonable task assigned by management, and contributing to Association wide working groups.

All employees are responsible for their personal work performance and continuous professional development, including (1) reviewing personal performance, (2) setting personal targets, (3) identifying any learning required, (4) undertaking training required, and (5) proactively developing skills.

Equality, diversity, and inclusion.

All employees must promote a culture of Equality, Diversity, and Inclusion. Employees must understand the diversity of our customers, employees, and stakeholders and seek to remove barriers, to ensure accessibility for all.

Physical, information, and financial resources.

All employees must adhere to all policies, procedures, and legislation in relation to data protection and information security.

All employees must use equipment for the sole purpose it was designed for and adhere to any relevant policies and procedure relating to its use.

All employees must consider the sustainability of job activities and resources to assist in the reduction of the negative impact of services on the environment.

All employees must work within their financial boundaries, ensuring value for money.

Health, safety, and wellbeing.

All employees must understand their responsibilities in relation to Health and Safety legislation, adhere to their responsibilities in line with policy and procedure, and ensure that all job activities are completed in a safe manner.

Knowledge, education & experience requirements	
Experience: working in a customer-focussed environment.	Essential
Experience: working with administrative systems.	Essential
Experience: working in a repairs and maintenance, or investment.	Essential
Experience: working with contractors and external agencies.	Desirable
Experience: working in social housing / housing sector.	Desirable
Qualification: in customer service or administrative fields.	Desirable
Knowledge: of housing, building, construction, procurement, or tender processes.	Desirable
Other: Full driving licence	Desirable

Skills and ability requirements	
Autonomy & decision making:	Ability to use own initiative to prioritise and organise own workload to meet deadlines.
	Ability to access professional boundaries and escalate matters, where appropriate.
Communication & relationship building:	<p>Communication skills:</p> <p>Ability to share technical information and adapt to ensure information is understood by a wide range of audiences.</p> <p>Ability to deal with difficult conversations or situations, with an empathetic and professional approach.</p>
	<p>Representing the organisation:</p> <p>Ability to build positive working relationships with external agencies to ensure a desired outcome is achieved (e.g. GCC).</p> <p>Ability to build positive working relationships across the organisation to ensure a shared corporate success.</p>
Analytical & critical thinking:	Critically self-reflect and take ownership of own personal development.
	Identify for solutions for issues when they arise and make decisions based on the information available. Strong problem solving and numeric skills.
	Ability to use ICT effectively and efficiently to achieve required outcomes. Skilled in the use of Microsoft packages.

Behaviour and competency requirements
<p>Committed to continuous improvement:</p> <p>Build on what we do well and change what needs to be changed to ensure we maintain excellent services for our customers.</p>
<p>Focus on collaboration:</p> <p>Be a team player and act with respect and tolerance, so everyone feels comfortable sharing their ideas and playing their part.</p>
<p>Lead by example:</p> <p>Be a positive role model for others, challenge poor behaviour and support colleagues to make the right choices.</p>
<p>Flexible approach to work:</p> <p>Be motivated to achieve and adaptable to change ways of working to ensure achievements are met.</p>